**SIG Customer Service SNUG Call – Agenda & Minutes**



**Wed , September 9, 2015**

**12:00 pm to 13:00 pm EST.**

**Call in Number: 712-775-7000**

**Access Code: 863928#**

SNUG Executive Committee Member:

Earle Barnes, Sharon Black, Melissa Craft, Debbie Czarnecki, Melinda Doherty, Brenda Duff, Corbin Ellsaesser, Laura Jones, Mary McCoy, Tymn Neece, Jayme Osborn, ~~Debbie Smith~~, Nikki VanIngen

Soft Computer:

Jessica Barger, ~~Creed Baughman~~, Jesus Blasquez, Danielle Gangadeen, Joe Magilligan, Jeff Marr, Jolene Massey, Mike Miller, Darlene Radaskiewicz ,David Romano ,Becky Sheppard, Claudina Simmons

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|  **AGENDA ITEMS** | **STATUS** | **DISCUSSION**  |
| **Technical Support Center Performance** | Monthly Update  | 97.48% /279 surveys returned |
| **2015-2016 SLA 0815 Revisions** Assignment/Status Update/Target TAT:Emergency from           15/30/30  to    30/60/45Urgent from               30/2h/1h to     30/2h/90Routine is going from 1 Day to 2 Days for Target TAT | New Item  | Reviewed SCC suggested changes SNUG expressed concerns on increasing times for Emergency Tasks. 30 min. too long to wait for task to be Assigned and would prefer to keep Status Update shorter than 60 minutes . SNUG board will discuss at our next meeting  |
| **SIG Enhancement Updates**  |  |  |
|  Monthly SIG Enhancement Spreadsheet Progress on closing old enhancements  | Monthly update SCC to provide update at October meeting | Updated list received. Would like to have lists avail ~ week before mtg to give everyone time to review  |
|  2015 -2016 SIG Cycle Status |  |  |
|  Path/Gene SIG New item | * Discussion on # hours and how to split between the modules
* Will enhancements be in both SoftPath and PathDX?
 | No update available Asking for 250 hours for Gene SIGReferred to Creed to respond at next month’s meetingWould like to have hours allotted by next SNUG conference  |
|  HIPAA/Security/Commons/SoftID SIG | Should Soft ID be a separate SIG with its own hours assigned Users not on SoftID may vote an item low priority & skew results for users of the product  | Asking for 200-250 hours for SoftID SIG No update availableReferred to Creed to respond at next month’s meeting  |
|  4.5 Enhancement Process | Need process definedSCC to consolidate versions  | R&D does review enhancements for inclusion in 4.5 line. Melinda to send Becky details to further clarify SNUG expectations of SCC on this topic.  |
| **KNOWN ISSUES LIST (Anomaly query)** Implement for Softlab in current versions | SoftBank LIVE v25.5**Softlab pending ( 4.0.8 release)** |  |
| **RELEASE NOTES** Improve release notes Include Test Cases in HF Summaries | 4.0.7.3 release notes will be the improved version & going forward these will be available to clients prior to the install | Work continues . SNUG would like to see samples prior to deployment |
| RFQ Process for Instruments | New Item | Can this be streamlined? YESSCC WebEx – presented demo of improved process currently in development. RFQ will open questionnaire and additional questions dependent on user responses  |

**Summary of Goals for CS in 2015 - 2016**

* Published Known Issues List
	+ Implement for Softlab in current version
* Decreasing the length of downtime at Go Live
* Monitor SIG enhancement list and implementation progress of approved SIG enhancements.
	+ Publish list for clients - COMPLETED
* Monitoring of Cumulative HF process
	+ Improve Release Notes in process
	+ Include testing scenarios in HF Software summary documentation
	+ Linking of Client Support tasks to Install tasks
* Implement online Web Training courses Item moved to SNUG Planning Call
	+ LIS Admin, HIS, Instrument Interfaces

Next Meeting: Wed October 14, 2015